

Frequently Asked Questions (FAQs)

Please call NOC at 202-724-2028 or send an email to vpnhelpdesk@dc.gov for VPN related issues.

1. How do I login to VPN using PINsafe?

<http://octo.dc.gov/sites/default/files/dc/sites/octo/publication/attachments/VPNwithPINsafe.pdf>

2. How do I login using Pulse Secure client?

<http://octo.dc.gov/sites/default/files/dc/sites/octo/publication/attachments/LogintoVPNusingJunosPulse.pdf>

3. What Operating Systems and browsers are compatible with Juniper VPN?

For Windows

OS – Windows 7 or later

Browser - Internet Explorer, Firefox ,and Chrome

For Mac

OS – 10.6 or later

Browser – None. Must use Pulse Secure to login to VPN, see #2.

4. When trying to log on to VPN, I am getting the following message

 **Your computer's security is unsatisfactory**

Your computer does not meet the following security requirements. Please follow the instructions below to fix these problems. When you are done click **Try Again**.

1. AntiVirus

Instructions: The DC Government IT security policies requires you have an updated AntiVirus software. Please update your Antivirus to the latest antivirus signature list. If you have one and you are still unable to connect please send us your AntiVirus software name and version. vpn-ops@dc.gov

Try Again



First click the link below to see if your antivirus program is supported. Supported District machines are installed with the McAfee antivirus solution.

Windows antivirus products

<http://octo.dc.gov/sites/default/files/dc/sites/octo/publication/attachments/WindowsSupportedAV.pdf>

Apple antivirus products

<http://octo.dc.gov/sites/default/files/dc/sites/octo/publication/attachments/AppleSupportedAV.pdf>

Secondly ensure that your antivirus program is updated with the latest virus update. Open your antivirus programs and check the date of the last update.

5. Can I login to VPN using iPad and Android tablets?

Yes, all versions of iPad are supported but only Android version 4.0 or higher are supported. Also, your VPN username must be added to mobile user list so please send the username to vpnhelpdesk@dc.gov. Also you will have to download and install an app called 'Junos Pulse' from App Store or Play Store for Android. Junos configuration details are as follows.

PINsafe users:

Name: DC VPN

<https://vpndc.dc.gov/mobilepinsafe>

Other configuration information is not required. Save the configuration and you are ready to connect.

6. Can I use my personal/home computer to connect to Juniper VPN?

Yes, you can. You must connect using a supported operating system and must also have installed a support Antivirus program with the latest AV signature updates. Desktop troubleshooting support for personal/home computers is the responsibility of the user.

7. Will the VPN Helpdesk provide assistance for troubleshooting on my personal / home machine?

OCTO's VPN HelpDesk and ITServUS can only assist in desktop troubleshooting for District-assigned laptops or tablets.

8. I am getting the following error message when trying to connect to a remote computer. 'The local policy of this system does not permit you to logon interactively'.

The local policy on the remote computer has changed and it is preventing you to connect. Please contact your IT staff to modify the local policy on the remote computer so that you can logon interactively.

9. I am connected to VPN. How do I connect to my office computer remotely?

In order to configure your computer for remote desktop, please contact your IT helpdesk since this may require a local administrator privilege.

10. Do I need administrator privilege on my computer to login to VPN?

No, you need administrator privilege in order to download and install VPN software, Network Connect. It allows you to connect to other computers on the network via Remote Desktop. It is started automatically when you login to VPN, see icon in red circle below. Once it is installed, administrator privilege is no longer required.

